



# STATE OF CONNECTICUT

## DEPARTMENT OF SOCIAL SERVICES

25 SIGOURNEY STREET • HARTFORD, CONNECTICUT 06106-5033

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June 30, 2010

Dear SAGA-Medical Member:

As a result of the federal Affordable Care Act (also known as national health care reform), individuals enrolled in the State-Administered General Assistance Medical (SAGA-Medical) program are now part of Medicaid. This is good news for you because Medicaid covers more services than were available to you under the SAGA-Medical program.

As of April 1, 2010, your Medicaid-covered services are administered by the Department of Social Services directly. Community Health Network of Connecticut (CHNCT) is no longer responsible for providing or arranging for your health care services.

Please read this letter carefully, it provides important information on new citizenship requirements, Medicaid services, how to find providers and how to access services. Keep this letter handy. It includes key telephone numbers for finding a medical provider, finding a dentist and arranging for your transportation to and from your medical appointment.

### **Special Information on Citizenship**

If you are a U.S. citizen, Medicaid rules require us to confirm your citizenship. We can do this for most people through a Social Security number match.

If we confirm your citizenship through a Social Security number match, you will not need to do anything else to prove your citizenship. Once citizenship is confirmed, you will not have to confirm it with us again at redetermination. You will know this if we do not contact you further about your citizenship.

If we cannot confirm your citizenship through a Social Security number match, we will contact you very soon, by telephone or letter to tell you what you need to do to prove your citizenship.

### **Medicaid covers the following services:**

- Inpatient and outpatient hospital services
- Clinic services (including medical and behavioral health)
- Doctor visits (including eye doctors)
- Specialists, such as cardiologists, orthopedists etc.
- Home health care
- Transportation to take you to Medicaid covered appointments
- Residential and ambulatory detoxification
- Methadone maintenance
- Prescriptions (pharmacy)
- X-rays
- Labs
- Emergency care
- Medical equipment, devices and supplies
- Eye care
- Dental care
- Nursing facilities
- Mental health group home
- Targeted case management

All of the hospitals and federally qualified health centers participate in Medicaid and will be available to provide health care services to you.

**In order to have Medicaid pay for services you receive, you must:**

- Receive your services from a provider who participates in Medicaid. Otherwise, we will not pay for the visit.
- Bring your gray CONNECT card with you when you go to the visit for a Medicaid covered service. This will tell the provider to bill us for your medical service.

If you received a Medicaid-covered service from a Medicaid-enrolled provider on or after April 1, 2010 and you were billed or had to pay for this service, you may be eligible for reimbursement from the provider. To find out more about this, you may call the **Client Assistance Center** Monday through Friday from 8:00am to 5:00pm at:

**1-866-409-8430 (in-state toll free)**  
**860-269-2031 (local to Farmington, CT)**

**To find out which of your medical providers participate in Medicaid:**

You may call your current provider and ask if he or she participates in Medicaid. If your provider does not participate in Medicaid, you may ask if he or she would like to participate. If so, he or she may call **1-800-842-8440** to enroll.

If you would like to find out which providers participate in Medicaid in your area, you may go to [www.ctdssmap.com](http://www.ctdssmap.com) and select the Provider Search Options or call the **Client Assistance Center (1-866-409-8430)**.

**To find a dentist who participates in Medicaid:**

Please call the Connecticut Dental Health Partnership (CT DHP) Monday through Friday from 8:00 a.m. to 5:00 p.m. CT DHP will help you locate a dentist or schedule a dental appointment. Please call **1-866-420-2924 (in-state toll free)**.

**To schedule a ride for your Medicaid-covered appointment:**

If you need a ride to a Medicaid-covered appointment, please call our transportation vendor below. You must schedule a ride to your Medicaid-covered service 48 hours before your appointment. A customer service representative will help you to schedule a ride.

- **Call Coordinated Transportation Solutions (CTS) at 1-877-423-6794.**

Some services that are not covered by Medicaid may be covered by the Department of Mental Health and Addiction Services. Call **1-800-606-3677** if you need any of the following services:

- Residential substance abuse treatment, and
- Recovery Supports Program

For any other questions that you may have about this transition, please contact the **Client Assistance Center** Monday through Friday from 8:00 a.m. to 5:00 p.m. at:

**1-866-409-8430 (in-state toll free)**  
**860-269-2031 (local to Farmington, CT)**

Thank you,

Connecticut Department of Social Services